

**NOTICE OF VACANCY**  
**October 1, 2021**

**POSITION:** Administrative Assistant IV

**DEPARTMENT:** City Clerk

**SALARY:** \$54,163.00

**HOURS:** Monday, Wednesday & Thursday 8:30am to 5:00pm  
Tuesday 8:30am to 7:00pm  
Friday 8:30am to 2:00pm

**Position Purpose:**

This position provides complex administrative support and day-to-day office management. This position is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control; performs all other related work as required.

**Essential Functions:**

*(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

- Performs general office work: answers phones, distributes mail, drafts correspondence, orders supplies, and acts as a go-to for general office help.
- Maintains workflow and streamlines office procedures; implementing cost reductions; and developing reporting procedures.
- Creates and revises systems and procedures by analyzing operating practices, recordkeeping systems, forms control, and budgetary and personnel requirements; implements changes.
- Resolves administrative problems by coordinating preparation of reports, analyzing data, and identifying solutions.
- Ensures operation of equipment by completing preventive maintenance requirements; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques.
- Provides information by answering questions and requests.
- Maintains supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies.
- Completes operational requirements by scheduling and coordinating administrative projects; expediting work results.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Contributes to team effort by accomplishing related results as needed.
- May lead the work of others and coordinate with a wide variety of staff.
- Performs similar or related work as required, directed or as situation dictates.

## **Recommended Minimum Qualifications:**

### **Education, Training and Experience:**

Associate's or Bachelor's Degree preferred; Seven to ten (7-10) years of progressive administrative experience or related field preferred; experience working with upper-level management, experience working with the public and responding to customer service requests or any equivalent combination of education and experience. Notary Public preferred.

### **Knowledge, Ability and Skill:**

***Knowledge:*** Advanced knowledge of the municipal administration process, advanced knowledge of the functions of municipal government, advanced understanding of the interaction between local government, state government, and federal government, basic working knowledge of business administration, practices, general office procedures, and applicable local, state, and federal laws.

***Ability:*** Ability to lead, plan, organize and collaborate with others, ability to communicate effectively, ability to establish and maintain effective working relationships with all city employees, board/committee members, officials and the general public, ability to recognize city-wide priorities and work cooperatively to support their accomplishment, ability to prioritize multiple tasks and deal effectively with interruptions, often under considerable time pressure, ability to operate a computer and proficient in the use of MS Office applications and database applications.

***Skills:*** Excellent customer service and organization skills, excellent written and verbal communication skills, excellent computer skills including MS Office applications, Skill in the use of the above mentioned equipment

### **Physical Requirements:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

This position is frequently required to sit, communicate, or hear; occasionally required to walk, must be able to handle, or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move objects weighing up to 10 pounds. Vision and hearing at or correctable to normal ranges. This position requires the ability to operate a keyboard and calculator at efficient speed.

### **Supervision:**

***Supervision Scope:*** Performs routine duties that are clearly defined by protocol and standard operating procedures. This role requires basic knowledge of departmental operations.

***Supervision Received:*** Works under the direct supervision of the Department Head or Manager.

***Supervision Given:*** None.

### **Job Environment:**

- Work is performed under typical office conditions; work environment is moderately noisy.
- Operates an automobile, computer, calculator, telephone, copier, facsimile machine, and other standard office equipment.

- Interacts with other city departments, city businesses, the general public, and city officials.
- Has access to department-related confidential and/or sensitive information including financial records, the disclosure of which would cause a significant breach of trust and seriously damage the reputation of the department.
- Errors in judgment could result in department errors, lower standards of service to the community, monetary loss or legal repercussions and possible negative public relations for both the department and the city.

The City of Framingham is committed to the ongoing pursuit of strategic diversity initiatives that help to position diversity, equity, and inclusion as central to municipality and community-wide excellence in the City of Framingham. In doing so, Framingham strives for a city culture and environment that fosters a true sense of belonging for all, provides opportunity for everyone to participate equally and fully in the city, their communities and neighborhoods in ways that helps to develop each individual's capacity to confidently and competently engage within and across difference. Given an evolving national context and the richness in the demographic and linguistic profile of our city, the City of Framingham has made a significant commitment to addressing and enhancing its community climate, culture and multiplicity of service capabilities as a city.

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**The City of Framingham is an Affirmative Action Equal Opportunity Employer.**